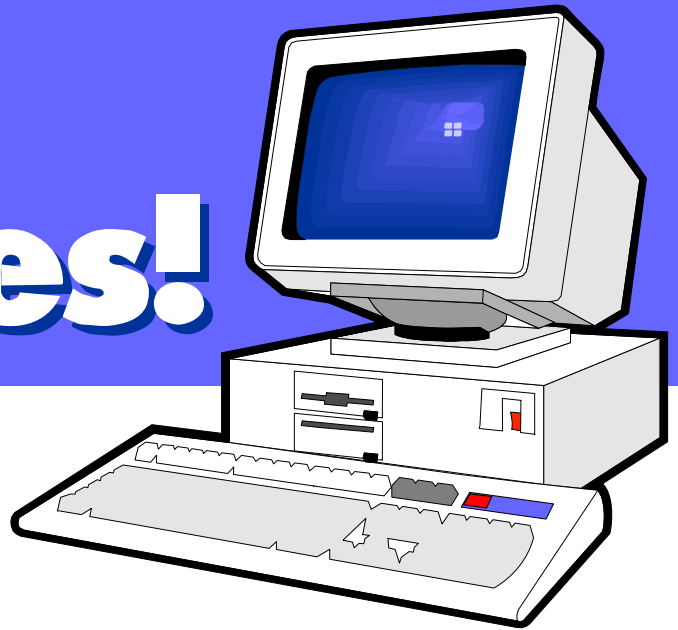


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**Department of Health Care Services
Children's Medical Services Network
(CMS Net) - Information Bulletin #229**

CMS Net System Availability and Help Desk Support Hours

CMS NET SYSTEM AVAILABILITY

The hours for the CMS Net System (Legacy and Web) Availability are:
6:00 a.m. to 8:00 p.m. daily.

The CMS Help Desk Staff are available from 7:00 a.m. to 5:00 p.m., Monday through Friday. There is no Help Desk support on the weekends. Please leave a message or email your questions should you have problems during non-business hours. You will receive notification back during normal business hours.

HELP DESK HOURS

- Monday through Friday 7:00 a.m. – 5:00 p.m.

CONTACT INFORMATION

- Phone: (916) 327-2378 or toll free (866) 685-8449
- Fax: (916) 327-0997
- Email: cmshelp@dhs.ca.gov